

# Software & Application Development Centers AND Technical Outsourcing & Contact Centers.

Integrated services to support  
and enable your organization

## About the company

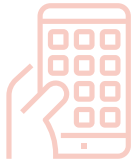
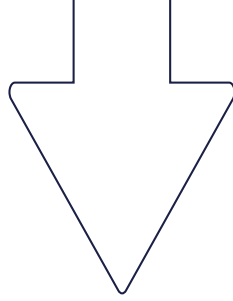
Silah is a Saudi company that was established in 2014. The company provides a set of integrated products and services with the aim of supporting digital transformation. Silah focuses on technical solutions to provide manpower supply services in various fields that promote the efficiency of enterprises to raise the level of productivity and provide training programs to integrate advanced technologies and artificial intelligence in running daily operations. Together we reshape the framework to reach simplified operations and automated procedures with lower operating costs.

In Silah, we work to provide a positive digital experience for employers and employees. We also focus in our services on attracting the best national talents with advanced technical skills to expand business growth that contributes to achieve the 2030 vision of Saudi Arabia.

## About the Initiative

The initiative of the Ministry of Communications and Information Technology aims at enabling enterprises to expand their scope of work to less fortunate areas in terms of job and business opportunities and a higher rate of unemployment to localize technology and achieve regional economic development through specialized technical centers.

# Geographical Locations



## Specialized technical centers

Application and software development centers, software quality and testing centers, emerging technologies, and artificial intelligence centers.



## Outsourcing and Communication centers

Providing technical services, technical support, response activities, customer services, and managed services.

## Targeted Areas

We have targeted vital remote areas in the Eastern Province, namely Al-Ahsa and Hafar Al-Batin, by building and managing software and application development centers, communication and outsourcing centers to ensure a successful operation. Al-Ahsa Governorate, Hofuf City, has King Faisal University that is the largest education sector in the governorate. The university had 41,598 male and female students according to the 2018 census and 2,113 faculty members. It comprises 15 colleges and 20 scientific and research centers, and grants bachelor's and graduate degrees, as well as education services, e-learning, and distance learning. In Hafar Al-Batin Governorate, the Custodian of the Two Holy Mosques King Abdullah bin Abdulaziz made a decision to establish the University of Hafar Al-Batin in 1435 AH. The region, too, includes the Gulf National Colleges, the Technical College, the Industrial Vocational Institute, and the Scientific Institute, established in 1385 A.H., which is one of the most important educational institutions.



**Eastern  
Province**





# We Believe in quality and sustainability

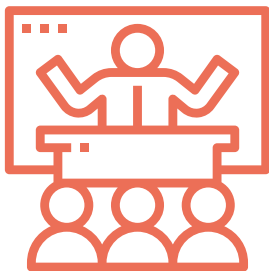
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In Silah, we believe that employees are the source of development and institutional excellence, and our work revolves around achieving sustainability through a strategic operating model that achieves the aspired benefits from employing Saudi talented employees with advanced technical skills.

# On-job Training & Productivity Management

## Managing Recruitment & Staffing

- > Performing job needs analysis.
- > Screening applicants and determining their eligibility.
- > Conducting a set of behavioral and technical tests.
- > Managing interviews and matching process.
- > Handling new hire on-boarding process.
- > Managing workload & productivity.



## On-job Training Management

- > Creating custom training plans.
- > Delivering behavioral and interpersonal skills courses.
- > Various technical learning paths.
- > Technical Camps.
- > Functional training & operational productivity.
- > Job performance evaluations & consultations.

## Inspiring Enterprises

Assisting your establishment to benefit from HRDF's Employment financial support as well as other programs like training, transportation, childcare programs, etc.

**%50**  
Salary Subsidy  
Lasts 24 months



**Ensuring additional support when recruitment in remote areas and female recruitment.**

# Discover Our Operational Model

The operational model works on achieving 5 essential needs: business support, mentoring, collaborative learning, and governance. Silah supports business lines by providing services and experts in the targeted fields by adopting international standards, methods, and tools to provide the added value for which the centers were built. In Silah, we aim to achieve an organizational model that creates balance between all relevant parties and their roles to make greater investment gains.

**Outsourcing decreases costs by 40%, enhances efficiency,** accelerates work completion time, increases the competitive advantage, and focuses on the main aspects and objectives of the enterprise, thus Silah contributes to preserve and promotes the value of the substantive work. Moreover, outsourcing allows the enterprise to ensure the operation of the daily tasks without hindering the focus on its substantive experience. Thanks to our information technology services, Silah helps to achieve this change easily.



## Training

- > Training halls.
- > Meetings.
- > Equipped Training sessions that accommodate 21 trainees or employees at the same time.



## Capacity

- > 90 employees per shift.
- > 180 employees in two shifts.
- > Up to 360 employees, when applying the hybrid business model (dawn shift from 12 midnight to 8 AM; Teleworking).

## Work Environment

- > Suitable areas and work environment.
- > Administrative and supervisory staff.
- > Reception and cleaning staff.
- > Cafeteria with complimentary coffee/tea.
- > Business & lounge areas .
- > Maintenance & cleaning services.
- > 24/7 security services.
- > Modern and comfortable office furniture.
- > Lockers.



## Technical infrastructure

- > A secure Internet access and Wi-Fi for enterprises.
- > A virtual phone system and telephone lines for each employee.
- > Secure access to applications.
- > Computers with noise-canceling headphones.
- > VoIP telephony and teleconferencing.
- > Video conferencing.

# The Highest Level of Technical Services

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In Silah, we aim to maximize the benefit of local content through cooperation with the local companies (approved by the Communications and Information Technology Commission) to activate some substantive and technical services to manage and operate the centers. This includes evaluating and designing solutions in addition to their implementation and support, whereby local telecommunications companies provide service and support with high quality, for example:

## **Cloud-based Internet Security Services**

They include services to prevent DDoS attacks, provide internet security (Web) services and clean lines from (zScaler), filter URL addresses, combat exploits and (botnets), and protect against advanced persistent threats and malware. This is in addition to many related services such as intrusion detection systems, intrusion prevention systems, endpoint security systems, and others.



## **Backup and Data Retrieval**

Services enable the backup, protection, and security of significant enterprise data. This service provides backup protection for files, applications, databases, operating systems, and services that are flexible, expanded, reliable, and secure.

## **92000 Unified Number**

It is an advanced communication means that provides enterprises with an easy connection to the nearest branch of the enterprise through a unified number throughout the Kingdom and on a 24-hour basis, provided that the customer partly pays for the cost of the call. The service includes features such as call transferring when busy or not replying, transferring according to time, distributing and waiting calls, or blocking calls. In addition, the service indicates and determines the number of incoming calls.

## **IP DID/DOD Service**

The service provides a simultaneous phone call routed through SIP Trunks using VoIP technology. SIP trunks are used in conjunction with IP-PBX as alternatives to PRI service or traditional analog circuits.

It enables the enterprise to obtain special numbers within the designated range without passing through the operator or the automatic response. These numbers are used within your enterprise as extensions.

## **SIP Trunk Service**

The service enables the enterprise to derive the maximum benefit for the next generation of voice services by subscribing to the SIP packages service. The service also provides full utilization of the latest features of SIP protocol that enables the enterprise to send and receive phone calls directly through the enterprise's PBX and by providing transferring numbers and a voice channel package to pass calls without the need to initially adjust the number of calls received or sent.

## **Overcoming the Effects of Technical Failures**

This service enables the enterprise to provide its applications to more than one site to perform the same job in case of any technical failures in a site, so other sites replace them. As a result, you run your business without interruption. The telecommunications company provides alternative and auxiliary websites to overcome failures locally and globally.

## **Monitoring & Management**

It provides comprehensive and active monitoring services for customer and their network equipment or the one related to computing applications and devices to ensure that they continue to perform their job as expected. It supports full access to the hardware and applications in terms of upgrading and keeping up with the latest versions to ensure that the enterprise always has the latest available version of its applications.

## **Software Development**

We follow a precise software development model that starts with project management, business and system analysis, design and building, testing and development, and ends with maintenance. Whereas the software development process is flexible, some stages can intersect for success with consideration to all requirements with stakeholders at each of the stages.

## **Shared Services Group**

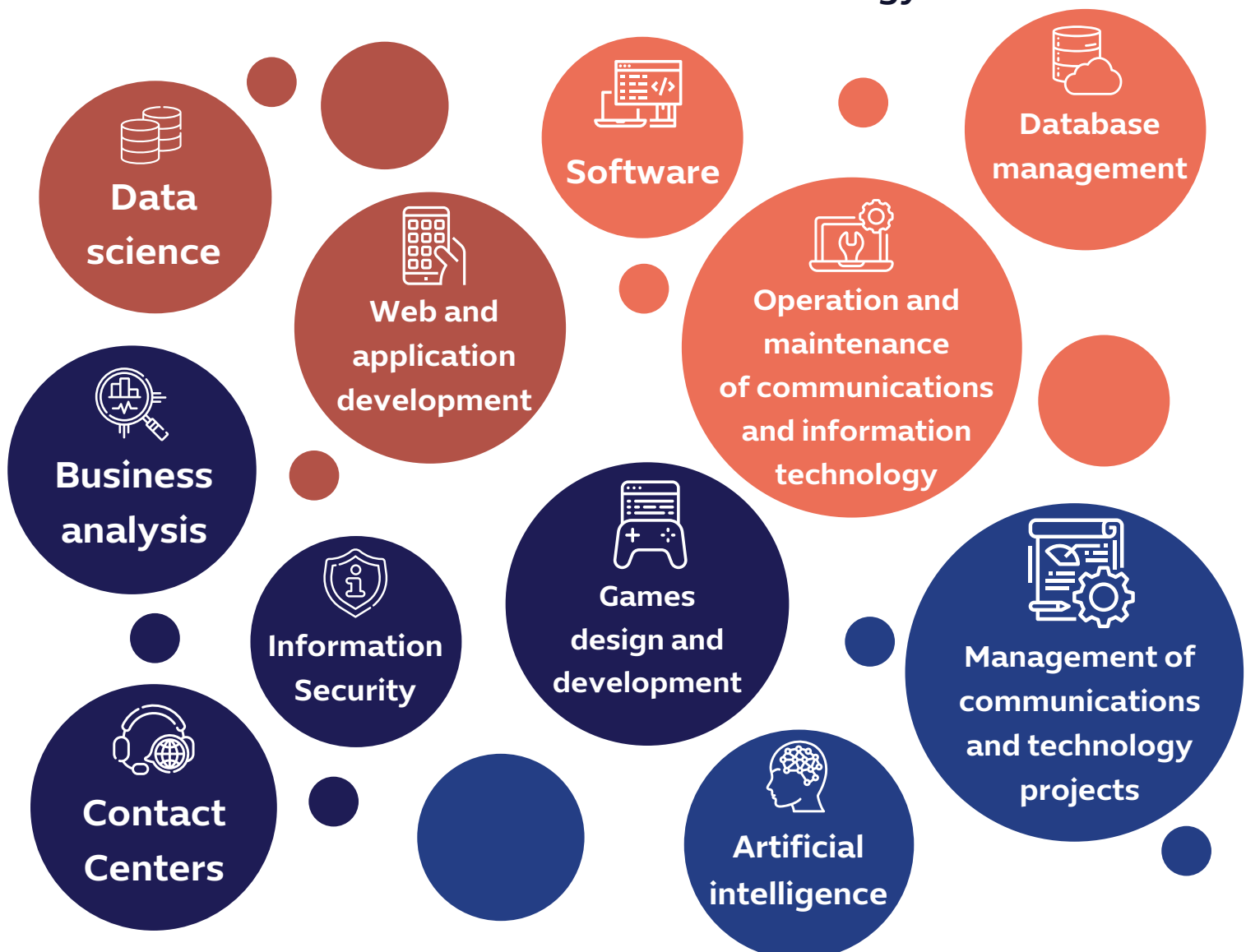
It supports and maintains tools, applications, and software. In addition, it develops and enhances the method and process, enables planning and delivery, continuous process improvement, development of the initial processes and practices, and monitoring the adherence process. Moreover, it provides tools for managing the development environment from inception, users' management, licensing, monitoring, and maintenance, while setting development plans under the supervision and participation of experts in processes, tools, and applications.

## **Safe Access**

Virtual Private Networks (VPNs) create a secure and encrypted connection for an employee within the technical center, via the Internet where the VPN concentrator works as a gateway to the employer's internal network. It can be done by installing a link of the program on the computer of the employee working in the center or by installing network devices in the center itself to start the VPN.

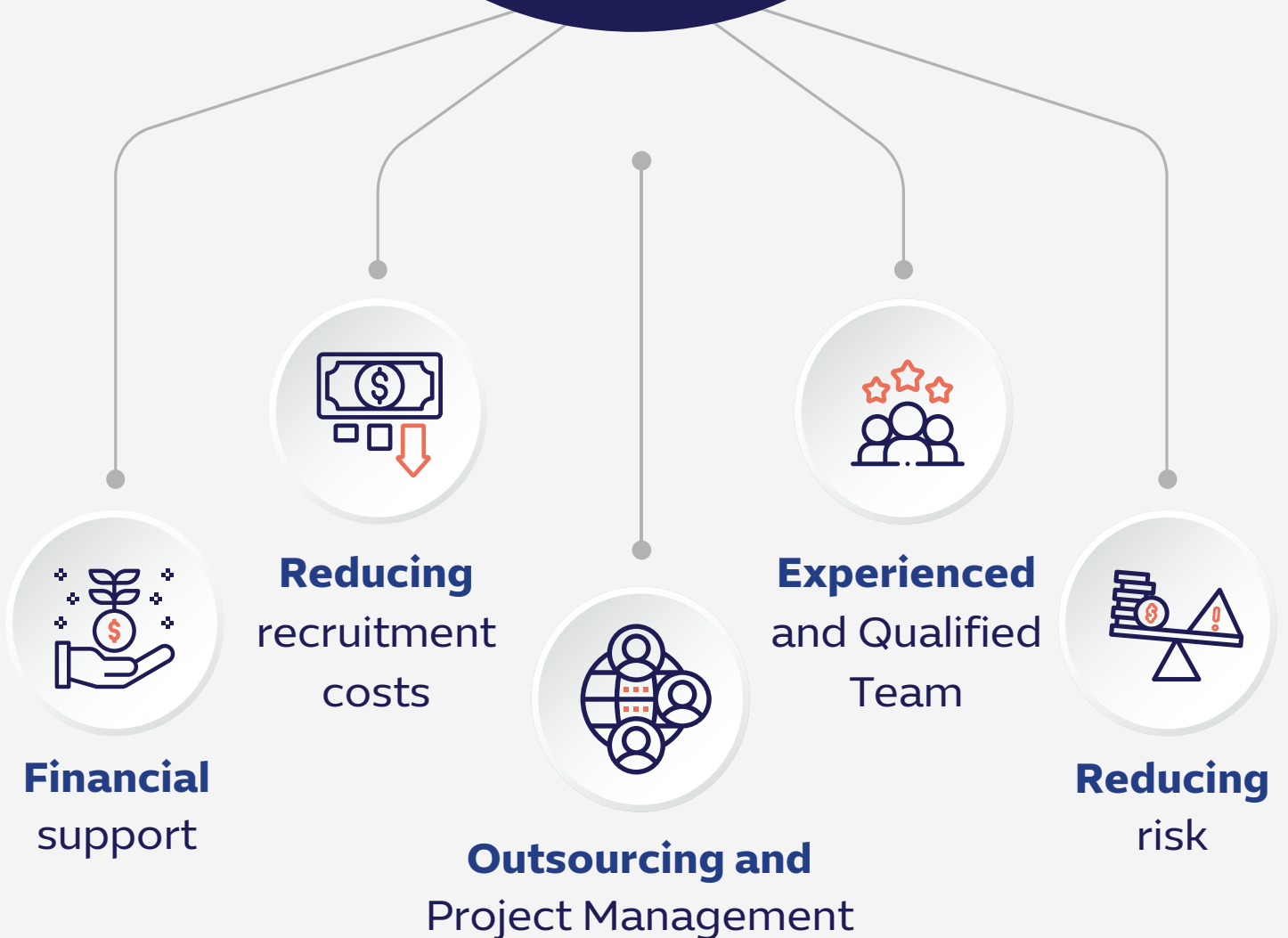
# The most Sustainable Investment

Our specialized technical centers represent a crucial opportunity for entities to hire technically talented Saudi nationals to facilitate operational work in the field of information technology and communication. The working mechanism includes planning and organizing the skills that the enterprise needs for each job and working to fill any skills gaps at the level of technical requirements. In Silah, we work to build paths for competency development and hire the best to work on available opportunity and projects. Skilled talents in all areas of information technology:



# Get on Board with Us

## Localization & Sustainability







وزارة الاتصالات  
وتقنية المعلومات  
MINISTRY OF COMMUNICATIONS  
AND INFORMATION TECHNOLOGY

رؤية  
VISION  
2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA

صلة ●

# Be a success partner of 2030 vision



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